



Incident Summary

On 25 May, FEMA Region VII mission assigned ESF11 to support FEMA and the State of Missouri for Severe Storms, Tornadoes and Flooding along the Missouri and Mississippi River. ESF11 was activated and requested to deploy Desk Officers to cover the RRCC in Kansas City, MO and other locations as requested, under the Federal Operations Support Mission Assignment. The ESF11 Coordinator advised partner agencies, state, and federal stakeholders of the activation and requested information related to the disaster response efforts. USDA FSIS reported impacted facilities, but none that required additional assistance. Department of Interior (DOI) was put in contact with the FEMA Environment and Historic Preservation Officer, in case assessments revealed a need for further DOI assistance. USDA FNS provided USDA Foods data to ESF11 and ESF6, and assisted Missouri with the Disaster Supplemental Nutrition Assistance Program (D-SNAP). ESF11 held daily coordination calls with USDA APHIS, FSIS, and FNS, DOI, representatives from Iowa, Kansas, Missouri, and Nebraska, and non governmental agencies.

Assessment of the 5 focus areas of ESF 11 discovered Emerald Ash Borer (a plant pest) quarantine was active in an impacted county. ESF 11 notified the State Plant Health Director (Missouri) and hosted a conference call to allow information sharing and guidance from PPQ to be shared with FEMA, other federal ESFs and multiple state stakeholders. Site assessments were conducted by PPQ and measures to reduce spread of the pest were taken. A desk officer was deployed to the IOF in Joplin, MO to conduct an assessment of the safety and well being of household pets. The assessment was shared with FEMA and on 28 May FEMA issued a Mission Assignment Task Order to "provide one APHIS ESF11 representative to the Joplin Division Office in Joplin Missouri to support FEMA in the coordination of Pet Sheltering Mission." The ESF11 Desk Officer (DO) held the position of ESF11 Liaison Officer (LNO) on the FEMA Incident Management Assistance Team in Joplin. The desk officer provided technical assistance in several areas to include: trapping displaced pets so they would not become feral and pose a future public health and safety risk, resource ordering, and monitoring heat concerns at shelters. Information from the media that an elephant was being utilized to move debris was relayed to APHIS Animal Care. Pet calls were held to address needs and ensure communication with all relevant parties. Over 1300 pets received assistance by the Joplin sheltering process. After a month of sheltering, 745 displaced pets still needed homes. A pet adoption event was hosted by the Joplin community and the remaining pets were successfully adopted. ESF 11 mission was completed 28 June.

Lessons Learned

Things that worked well:

1. Support from APHIS Western Region (programs and dispatch) and headquarters (national coordinator and mission assignment manager) regarding questions and concerns related to ESF11 support to Missouri for Severe Storms, Tornadoes, deployment of employees, and obtaining APHIS accounting codes to track reimbursable expenses.
2. Successful coordination between Missouri and FEMA of Emerald Ash Borer Quarantine in a county approved for FEMA Public Assistance. Plant Protection and Quarantine (PPQ) provided guidance for handling infected wood/tree material to reduce spread of plant pest in a timely manner.
3. Staff Integrated into the FEMA Incident Management Assistance Team (IMAT). Unique situation, but one well suited for ESF11 desk officer with veterinary expertise. The ESF11 DO was able to provide communication linkage and situational awareness between USDA and

FEMA and the various state and local government and nongovernmental entities assisting in the Joplin Pet Sheltering operations. The Animal Welfare Act expertise was beneficial in identifying an item of concern that was raised about an animal being used to assist in debris removal. That information was quickly relayed to appropriate entities to address or investigate.

4. Open communication and situational awareness exchange between the State Emergency Boards (SEBs) and ESF11 within Iowa, Kansas, Missouri, and Nebraska.

Things that could use improvement:

1. It is critical for APHIS employees to have IT support after-hours and on weekends.
2. Resource Management: Support is needed from region and headquarters regarding the role of the ESF 11 coordinator as the responsible party for mission assignments and the resources assigned to them. Without this clarity, resources may have conflicting input from FEMA, APHIS programs, and ESF 11. The goal of integrating resources into an ESF 11 team culture is challenged when home agencies provide guidance independent of the ESF 11 coordinator. It is recommended that during ESF 11 activations and deployments, employees put home-program discussions on-hold to the extent possible. The following resource management questions are recommended for discussion with programs: Who determines how long a resource is deployed? Who leads communication with FEMA or state IMTs regarding resource needs and decisions?
3. Resource Request Workbooks: requesting resources by position (rather than name-requests) provides APHIS programs flexibility and latitude as they decide which program and employees will be dispatched. Specifying under the "Special Needs" column any critical IT or skill needs (e.g. Blackberry, laptop with wireless capability, proficient with ICS-215's, etc) and specifying desired length of deployment are also helpful to identify appropriate resources and ensuring they arrive prepared.
4. ESF 11 Daily Report: guidance may be needed on the acquiring and reporting of pet numbers.